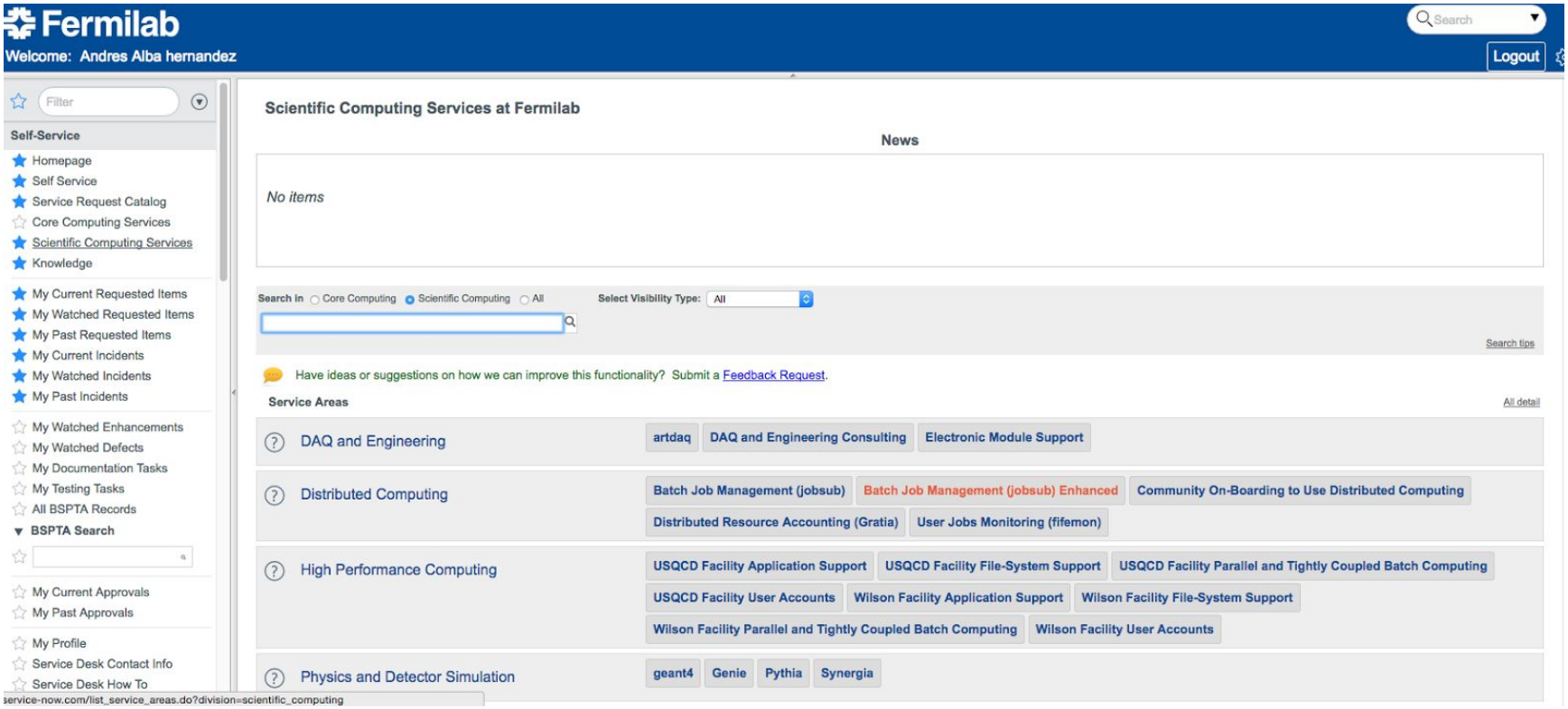
How to open a request to Production Processing group through Service-Now.

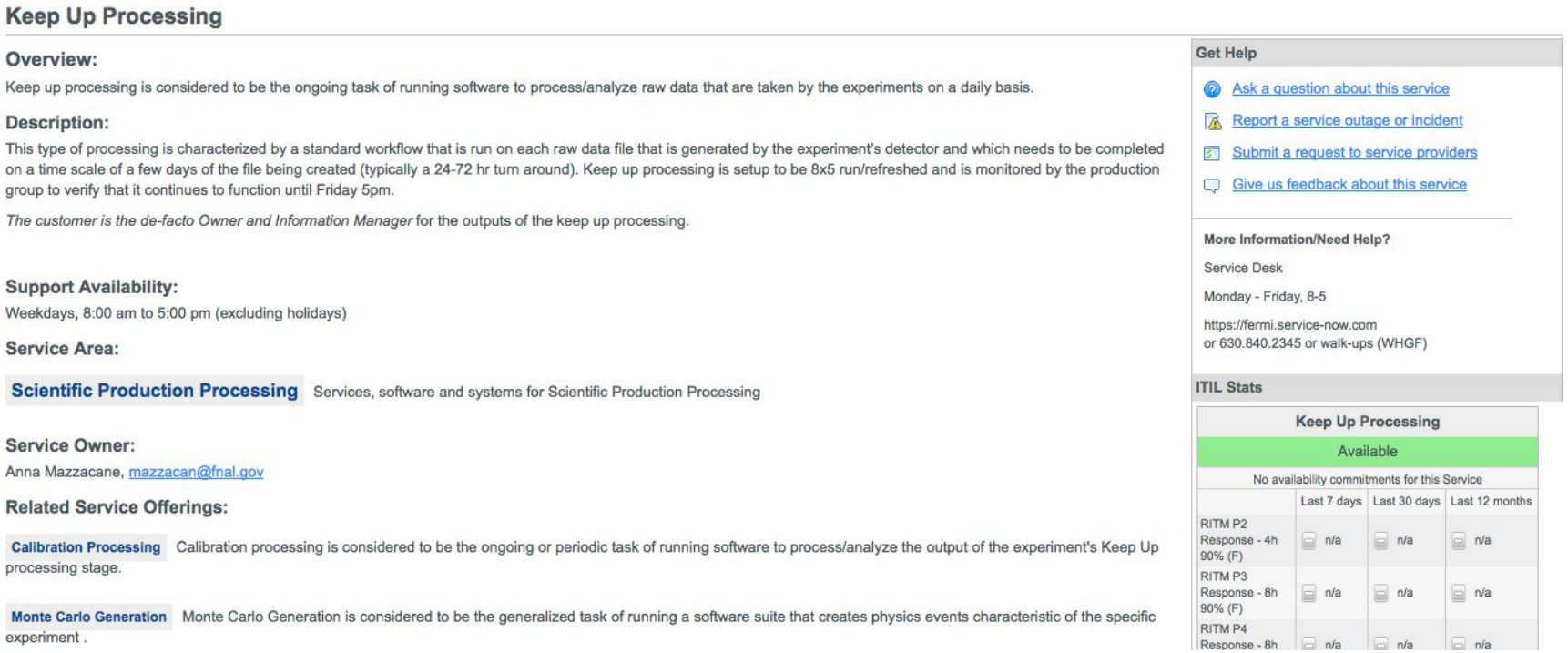
1. Point your browser to the Service-Now web page: fermi.service-now.com and log in with your Fermilab service login/password.

2. Select "Scientific Computing Services" from the menu on the left sidebar.



3. In the **Scientific Computing Services** select the group "**Scientific Production Processing**". Then you can choose what kind of processing will you request.

4. On the right menu you should select Submit a request to service providers



Keep Up Processing

Overview:

Keep up processing is considered to be the ongoing task of running software to process/analyze raw data that are taken by the experiments on a daily basis.

Description:

This type of processing is characterized by a standard workflow that is run on each raw data file that is generated by the experiment's detector and which needs to be completed on a time scale of a few days of the file being created (typically a 24-72 hr turn around). Keep up processing is setup to be 8x5 run/refreshed and is monitored by the production group to verify that it continues to function until Friday 5pm.

The customer is the de-facto Owner and Information Manager for the outputs of the keep up processing.

Support Availability:

Weekdays, 8:00 am to 5:00 pm (excluding holidays)

Service Area:

Scientific Production Processing Services, software and systems for Scientific Production Processing

Service Owner:

Anna Mazzacane, mazzacan@fnal.gov

Related Service Offerings:

Calibration Processing Calibration processing is considered to be the ongoing or periodic task of running software to process/analyze the output of the experiment's Keep Up processing stage.

Monte Carlo Generation Monte Carlo Generation is considered to be the generalized task of running a software suite that creates physics events characteristic of the specific experiment .

Get Help

- Ask a question about this service
- Report a service outage or incident
- Submit a request to service providers
- Give us feedback about this service

More Information/Need Help?

Service Desk

Monday - Friday, 8-5

https://fermi.service-now.com
or 630.840.2345 or walk-ups (WHGF)

ITIL Stats

Keep Up Processing

Available

No availability commitments for this Service

	Last 7 days	Last 30 days	Last 12 months
RITM P2 Response - 4h 90% (F)	n/a	n/a	n/a
RITM P3 Response - 8h 90% (F)	n/a	n/a	n/a
RITM P4 Response - 8h	n/a	n/a	n/a

5. The form to create a new scientific computing request will appear. From the menu "**Virtual Organization**" select the experiment you need to open the request and describe your request in detail. Finally press the button submit.